

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
 45 South Seventh Street
 Minneapolis, MN 55402-1609

oppenheimer.com

612.607.7000
 Fax 612.607.7100

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FAX COVER LETTER

September 8, 2005

TO: Commissioner for Patents
COMPANY: U.S. Patent and Trademark Office
PHONE: 703.308.9723
FAX: 571.273.8300

FROM: Steven C. Lieske
DIRECT DIAL: 612.607.7508
EMAIL: SLieske@Oppenheimer.com
RE: Status Request - Serial No.: 10/811,439

COMMENTS: I certify that the following correspondence is being transmitted by facsimile to Commissioner for Patents, at the U.S. Patent and Trademark Office on September 8, 2005.

1. Status Request for Serial No: 10/811,439



Chris Barncard

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Originals: Not being sent

Completed by: Chris Barncard/7268

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE.

Applicant: Robert E. Wollan et al.

Serial No.: 10/811,439

Filing Date: March 26, 2004

Group Art Unit: 3623

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS

Examiner: Michael C. Heck

Docket No: 60021-378601/US

Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

I CERTIFY THAT THIS PAPER IS BEING FACSIMILE
 TRANSMITTED AND IS ADDRESSED TO, COMMISSIONER FOR
 PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450,
 571-273-6300 ON 9/8/2005. (37 CFR 1.8a)

Chris Barnard
Chris BarnardSTATUS REQUEST

Dear Sir:

The above-referenced patent application has now been on file for 18 months. Please provide a status of this application.

No fees are believed to be due at this time. However, if we have miscalculated the Commissioner is authorized to charge our deposit account number 50-1901 for any fees that may be due.

Any inquiry regarding this matter should be directed to Steven C. Lieske at (612) 607-7508.

Respectfully submitted,

By: *Steve Lieske*

Steven C. Lieske, Reg. No. 47,749

Customer No. 29838

Oppenheimer Wolff & Donnelly LLP

45 South Seventh Street, Suite 3300

Minneapolis, MN 55402

Telephone: (612) 607-7508